



Concern Referral Policy

Guidelines

Shándaín is committed to respect the dignity, worth, and uniqueness of each individual (child, family member, colleague) through relationships that are based on mutual trust, respect and positive regard. One of the goals is to keep parents well informed about and welcome their contribution to the development of their children.

The purpose of the concern referral policy is provide guidelines on the expected method to address and resolve concerns regarding the Shándaín Child Development Center (CDC). This system allows for reporting important information and to encourage an opportunity to resolve the issue at the lowest possible level.

- ↳ The child's teacher is the first point and should be given the opportunity to address and resolve any concerns.
- ↳ The Shándaín Center Director is the next point of contact if the issue remains unaddressed or unresolved. If the Shándaín Center Director is unavailable, the Assistant Director should be the next contact.
- ↳ If the concerns are not satisfied after communicating with the Shándaín Director, contact the Christina Kent Day Nursery (CKDN) Management Consultant to the Board.
- ↳ If issues remain, contact the Family Involvement Group (FIG). After discussion at that level, the FIG Chair will determine if the issue should be brought to the attention of the Shándaín Board of Directors. The FIG Chair may bring the issue to any Board Member who will be responsible for disseminating the issue to the rest of the Board.

Everyone will be given the opportunity to address and resolve issues in the best interest of the children.